# **2013 Health Benefit Summary**

Helping you make an informed choice about your health plan





CalPERS health plans are administered under the Public Employees' Medical Hospital Care Act, a California State law. Nevertheless, as federal regulations related to the various elements of health care reform are released, CalPERS may need to modify benefits. For up-to-date information about your CalPERS health benefits and health care reform, please refer to the Health Benefits Program link on CalPERS On-Line at www.calpers.ca.gov.

#### **About This Publication**

The 2013 Health Benefit Summary provides valuable information to help you make an informed choice about your health plan and health care providers. This publication compares covered services, co-payments, and benefits for each CalPERS health plan. It also provides information about plan availability by county and a chart summarizing the key differences between a Health Maintenance Organization (HMO) and a Preferred Provider Organization (PPO).

You can use this information to determine which health plan offers the services you need at the cost that works for you. The 2013 health plan premiums are available at CalPERS On-Line at www.calpers.ca.gov. Check with your employer to find out how much they contribute toward your premium.

#### **Evidence of Coverage Booklets**

The 2013 Health Benefit Summary provides only a general overview of benefits. It does not include details of all covered expenses or exclusions and limitations. Please refer to each health plan's Evidence of Coverage (EOC) booklet for the exact terms and conditions of coverage. Health plans mail EOCs to new members at the beginning of the year, and to existing members upon request. In case of a conflict between this summary and your health

plan's EOC, the EOC establishes the benefits that will be provided. (Note: Some health plans require binding arbitration to resolve disputes. Please refer to the plan's 2013 EOC for more information.)

This publication is to be used only in conjunction with the current year's rate schedule and EOCs. To obtain a copy of the rate schedule for any health plan, please go to CalPERS On-Line at www.calpers.ca.gov or contact CalPERS at 888 CalPERS (or 888–225–7377).

#### **Other Health Publications**

This publication is one of many resources CalPERS offers to help you choose and use your health plan. Others include:

- Health Program Guide
   Describes Basic and Medicare health plan eligibility, enrollment, and choices
- CalPERS Medicare Enrollment Guide
   Provides information about how Medicare works
   with your CalPERS health benefits

You can obtain the above publications and other information about your CalPERS health benefits through my|CalPERS at my.calpers.ca.gov or by calling CalPERS at 888 CalPERS (or 888–225–7377).

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#### **CalPERS Health Program Vision Statement**

CalPERS will lead in the promotion of health and wellness of our members through best-in-class, data-driven, cost-effective, quality, and sustainable health benefit options for our members and employers.

We will engage our members, employers, and other stakeholders as active partners in this pursuit and be a leader for health care reform both in California and nationally.

## **Considering Your Health Plan Choices**

Selecting a health plan for yourself and your family is one of the most important decisions you will make. This decision involves balancing the cost of each plan, along with other features, such as access to doctors and hospitals, pharmacy services, and special programs for managing specific medical conditions. Choosing the right plan ensures that you receive the health benefits and services that matter to you.

If you are a new CalPERS member or you are considering changing your health plan during Open Enrollment, you will need to make two related decisions:

- Which health plan is best for you and your family?
- · Which doctors and hospitals do you want to provide your care?

The combination of health plan and providers that is right for you depends on a variety of factors, such as whether you prefer a Health Maintenance Organization (HMO) or Preferred Provider Organization (PPO); your premium and out-of-pocket costs; and whether you want to have access to specific doctors and hospitals. You may also want to consider how other CalPERS members rate the health plans.

We realize that comparing health plan benefits, features, and costs can be complicated. This section provides information that can simplify your decisionmaking process. As you begin that process, the following are some questions you should ask:

- Do you prefer to receive your health care from an HMO or PPO? Your preference will impact the plans available to you, your access to health care providers, and how much you pay for certain services. See the chart on the next page for a summary of the differences between HMO and PPO plans.
- What are the costs (premiums, co-payments, deductibles, and out-of-pocket costs)? Beginning on page 14 of this booklet, you will find information about benefits, co-payments, and covered services. Visit CalPERS On-Line at www.calpers.ca.gov to find out what the premiums are for the various plans.
- Does the plan provide access to the doctors and hospitals you want? Contact health plans directly for this information. See the "Health Plan Directory" on page 12 of this booklet for health plan contact information.

### **Understanding How HMO and PPO Plans Work**

The following chart will help you understand some important differences between HMO and PPO health plans.

Features	нмо	PP0
Accessing health care providers	Contracts with providers (doctors, medical groups, hospitals, labs, pharmacies, etc.) to provide you services at a fixed price	Gives you access to a network of health care providers (doctors, hospitals, labs, pharmacies, etc.) known as preferred providers
Selecting a primary care physician (PCP)	Requires you to select a PCP who will work with you to manage your health care needs <sup>1</sup>	Does not require you to select a PCP
Seeing a specialist	Requires advance approval from the medical group or health plan for some services, such as treatment by a specialist or certain types of tests	Allows you access to many types of services without receiving a referral or advance approval
Obtaining care	Generally requires you to obtain care from providers who are a part of the plan network  Requires you to pay the total cost of services if you obtain care outside the HMO's provider network without a referral from the health plan (except for emergency and urgent care services)	Encourages you to seek services from preferred providers to ensure your deductibles and co-payments are counted toward your calendar year out-of-pocket maximums <sup>2</sup> Allows you the option of seeing non-preferred providers, but requires you to pay a higher percentage of the bill <sup>3</sup>
Paying for services	Requires you to make a small co-payment for most services	Limits the amount preferred providers can charge you for services  Considers the PPO plan payment plus any deductibles and co-payments you make as payment in full for services rendered by a preferred provider

 $<sup>^{\,1}</sup>$  Your PCP may be part of a medical group that has contracted with the health plan to perform some functions, including treatment authorization, referrals to specialists, and initial grievance processing.

 $<sup>^{2}\,</sup>$  Once you meet your annual deductible and co-insurance, the plan pays 100 percent of medical claims for the remainder of the calendar year; however, you will continue to be responsible for co-payments for physician office visits, pharmacy, and other services.

<sup>&</sup>lt;sup>3</sup> Non-preferred providers have not contracted with the health plan; therefore, you will be responsible for paying any applicable member deductibles or co-payments, plus any amount in excess of the allowed amount.

#### **CalPERS HMO and PPO Health Plan Choices**

Depending on where you reside or work, your Basic and Medicare health plan options may include the following:

Basic HMO Health Plans	Basic PPO Health Plans	Supplement to Medicare HMO Health Plans	Supplement to Medicare PPO Health Plans	HMO Medicare Managed Care Plans (Medicare Advantage)	Out-of-State Plan Choices
Blue Shield Access+  Blue Shield NetValue  Kaiser Permanente  California Correctional Peace Officers Association (CCPOA) Medical Plan 2	PERS Select  PERS Choice  PERSCare  California Association of Highway Patrolmen (CAHP) Health Plan <sup>2</sup> Peace Officers Research Association of California (PORAC) Police and Fire Health Plan <sup>2</sup>	Blue Shield Access+  Blue Shield NetValue  CCPOA Medical Plan <sup>2</sup>	PERS Select  PERS Choice  PERSCare  CAHP Health Plan <sup>2</sup> PORAC Police and Fire Health Plan <sup>2</sup>	Kaiser Permanente Senior Advantage  Blue Shield 65 Plus <sup>3</sup>	PERS Choice (PPO)  PERSCare (PPO)  Kaiser Permanente (HMO) <sup>1, 4</sup> PORAC Police and Fire Health Plan (PPO) <sup>2</sup>

Note: CalPERS also offers both Basic and Medicare enrollees in Colusa, Mendocino, and Sierra counties the choice of selecting the Blue Shield Exclusive Provider Organization (EPO) Health Plan. See the current *Health Program Guide* for more information about EPOs as well as detailed health plan eligibility and enrollment guidelines.

- <sup>1</sup> Kaiser Permanente requires binding arbitration.
- <sup>2</sup> You must belong to the specific employee association and pay applicable dues to enroll in an Association Plan (CCPOA, CAHP, or PORAC).
- <sup>3</sup> This is the Medicare Advantage plan for Blue Shield NetValue and Access+.
- <sup>4</sup> Kaiser Permanente (HMO) is available in parts of the following states: CO, GA, HI, MD, OH, OR, VA, WA, and Washington, D.C. Costs and some benefits may vary outside of California.

#### **Contacting a Health Plan**

If you have a specific question about a plan's coverage, benefits, or participating providers, please contact the plan directly. See the "Health Plan Directory" on page 12 for health plan contact information.

### **Choosing Your Doctor and Hospital**

Once you choose a health plan, you should find a primary care physician. Except in the case of an emergency, the doctors you can use — and the medical groups and hospitals you will have access to - will depend on your choice of health plan.

Many people find their doctor by asking neighbors or co-workers for a doctor's name. Others receive referrals from doctors they already know. Still others simply pick a physician from their health plan who happens to be nearby. Once you choose a doctor, call the doctor's office and ask if he or she affiliates with the plan you are selecting and the hospital you prefer to use. You can also use the Health Plan Chooser tool (described on pages 8-9), which is available on the CalPERS website at www.calpers.ca.gov to find out which plans include your doctor. Either way, you should confirm that the doctor is taking new patients in the plan you select.

If you need to be hospitalized, your health plan or medical group will have certain hospitals that you are able to use. If you prefer a particular hospital, you should make sure the health plan you select contracts with that hospital. See the chart on page 13 for a list of resources that can help you evaluate and select a doctor and hospital.

### **Enrolling in a Health Plan Using Your Residential or Work ZIP Code**

Some of our health plans are available only in certain counties and/or ZIP Codes. As you consider your health plan choices, you should determine which health plans are available in the ZIP Code in which you are enrolling.

In general, if you are an active employee or a working CalPERS retiree, you may enroll in a health plan using either your residential or work ZIP Code. To enroll in a Medicare Advantage plan, you must use your residential address.

If you are a retired CalPERS member, you may select any health plan in your residential ZIP Code area. You cannot use the address of the CalPERScovered employer from which you retired to establish ZIP Code eligibility.

If you use your residential ZIP Code, all enrolled dependents must reside in the health plan's service area. When you use your work ZIP Code, all enrolled dependents must receive all covered services (except emergency and urgent care) within the health plan's service area, even if they do not reside in that area.

To determine if the health plan you are considering provides services where you reside or work, see the "Health Plan Availability by County" chart on the following page. If you have questions about plan availability or coverage, or wish to obtain a copy of the Evidence of Coverage, contact the health plans using the "Health Plan Directory" on page 12.

### **Health Plan Availability by County**

Some health plans are available only in certain counties and/or ZIP Codes. Use the chart below to determine if the health plan you are considering provides services where you reside or work. Contact the plan before enrolling to make sure they cover your ZIP Code and

that their provider network is accepting new patients in your area. You may also use our online service, the Health Plan Search by ZIP Code, available at www.calpers.ca.gov.

County	Blue Shield Access+ & EPO	Blue Shield NetValue	Blue Shield 65 Plus	САНР	CCPOA	Kaiser Permanente	PERS Choice	PERS Select	PERSCare	PORAC
Alameda	•			•	•	•	•	•	•	•
Alpine				•			•	•	•	•
Amador				•		•	•	•	•	•
Butte	•			•	•		•	•	•	•
Calaveras				•			•	•	•	•
Colusa				•			•	•	•	•
Contra Costa	•	•	•	•	•	•	•	•	•	•
Del Norte				•			•	•	•	•
El Dorado	•	•		•	•	•	•	•	•	•
Fresno	•	•	•	•	•	•	•	•	•	•
Glenn	•			•	•		•	•	•	•
Humboldt	•	•		•			•	•	•	•
Imperial	•	•	•	•	•		•	•	•	•
Inyo				•			•	•	•	•
Kern	•	•	•	•	•	•	•	•	•	•
Kings	•	•		•	•	•	•	•	•	•
Lake				•			•	•	•	•
Lassen				•			•	•	•	•
Los Angeles	•	•	•	•	•	•	•	•	•	•
Madera	•	•	•	•	•	•	•	•	•	•
Marin	•	•		•	•	•	•	•	•	•
Mariposa	•			•	•	•	•	•	•	•
Mendocino	<b>A</b>			•			•	•	•	•
Merced	•			•	•		•	•	•	•
Modoc				•			•	•	•	•
Mono				•			•	•	•	•
Monterey				•			•	•	•	•
Napa				•		•	•	•	•	•
Nevada	•	•	•	•	•		•	•	•	•
Orange	•	•	•	•	•	•	•	•	•	•

### **Chart Legend**

- Health plan covers all or part of county.
- ▲ The Blue Shield Exclusive Provider Organization (EPO) plan serves Colusa, Mendocino, and Sierra counties only. The EPO plan offers the same covered services as the Access+ HMO plan, but members must seek services from Blue Shield's network of preferred providers. Members are not required to select a primary care physician.

County	Blue Shield Access+ & EPO	Blue Shield NetValue	Blue Shield 65 Plus	САНР	ССРОА	Kaiser Permanente	PERS Choice	PERS Select	PERSCare	PORAC
Placer	•	•		•	•	•	•	•	•	•
Plumas				•			•	•	•	•
Riverside	•	•	•	•	•	•	•	•	•	•
Sacramento	•	•		•	•	•	•	•	•	•
San Benito				•			•	•	•	•
San Bernardino	•	•	•	•	•	•	•	•	•	•
San Diego	•	•		•	•	•	•	•	•	•
San Francisco	•	•	•	•	•	•	•	•	•	•
San Joaquin	•	•	•	•	•	•	•	•	•	•
San Luis Obispo	•	•	•	•	•		•	•	•	•
San Mateo	•	•		•	•	•	•	•	•	•
Santa Barbara	•			•	•		•	•	•	•
Santa Clara	•	•		•	•	•	•	•	•	•
Santa Cruz	•	•		•	•		•	•	•	•
Shasta				•			•	•	•	•
Sierra				•			•	•	•	•
Siskiyou				•			•	•	•	•
Solano	•			•	•	•	•	•	•	•
Sonoma	•	•		•	•	•	•	•	•	•
Stanislaus	•	•		•	•	•	•	•	•	•
Sutter				•		•	•	•	•	•
Tehama				•			•	•	•	•
Trinity				•			•	•	•	•
Tulare	•			•	•	•	•	•	•	•
Tuolumne				•			•	•	•	•
Ventura	•	•	•	•	•	•	•	•	•	•
Yolo	•	•		•	•	•	•	•	•	•
Yuba				•		•	•	•	•	•
Out-of-State						•	•		•	•

## **Tools to Help You Choose Your Health Plan**

This section provides a variety of information that can help you evaluate your health plan choices. Included here are details about using my|CalPERS, the Health Plan Chooser, and the Health Plan Choice Worksheet,

as well as information about health plan ratings based on our annual member survey. The section also includes a tip about how you can save money by selecting a high-performance network.

### Accessing Health Plan Information with my|CalPERS

You can use my|CalPERS at my.calpers.ca.gov, our secure, personalized website, to get one-stop access to all your current health plan information, including details about which family members are enrolled. You can also use it to search for other health plans that are available in your area, access CalPERS Health Program

forms, and find additional information about CalPERS health plans. If you are a retiree, CalPERS is your Health Benefits Officer. Retirees may change their health plan during Open Enrollment by calling us toll free at 888 CalPERS (or 888-225-7377).

### **Comparing Your Options: Health Plan Chooser**

The Health Plan Chooser is an online tool that provides a convenient way to evaluate your health plan options and make a decision about which plan is best for you and your family. With this easy-to-use tool, you can weigh plan benefits and costs, search for specific doctors, and view overall plan satisfaction ratings.

The Chooser is available to help you make health plan decisions at any time. You can use it to:

- Find a new health plan during Open Enrollment.
- · Select your primary care doctor or find a new specialist.
- · Evaluate your health plan options and estimate costs.
- Choose a health plan when your employer first begins offering the CalPERS Health Benefits Program.
- · Review health plan options due to changes in your marital status or enrollment area.
- · Explore health plan options because you are planning for retirement or have become Medicare eligible.

The Chooser takes you through five steps that provide you with key information about each health plan. At each step, you can rate the plans. When you finish, the Chooser gives you a Results Summary chart highlighting the plan(s) you rated as the best fit in each category. This chart allows you to easily determine which plan meets your needs.

Be sure to tell us what you think about the Health Plan Chooser by completing a survey located in the Chooser's "Results" page.

The Health Plan Chooser provides customized help in selecting the health plan that is right for you and your family. You can find the Health Plan Chooser by visiting CalPERS On-Line at www.calpers.ca.gov.

#### **How to Use the Health Plan Chooser**



#### **Step 1. Estimate Your Costs**

Your out-of-pocket costs will differ from plan to plan depending on several factors, including how much your employer contributes toward your premium, how often you go to the doctor, and how many prescriptions you fill each year. A chronic illness (e.g., heart disease, asthma, diabetes) can also affect your out-of-pocket costs. When you enter specific information about these variables into the Chooser, you will receive an estimate of how much your out-of-pocket costs will be each year. (Remember that any dollar amounts indicated on the Chooser are estimates only.)



#### Step 2. Find a Physician

Unless you moved recently, you probably already have a primary care physician. You can use the health plan links on the Chooser to see if your physician is in the health plan you are considering. If your physician is not in the plan you are considering or if you would like to change physicians, you can search for physicians in your area by name or by specialty.



#### **Step 3. Review Member Ratings** of Health Plans

The Chooser allows you to compare member ratings for the health plans. The member ratings indicate how other CalPERS members rate the plans. You can consider overall ratings as well as ratings in key areas, such as personal doctors, specialists, getting needed care, getting prescriptions easily, customer service, and accessing a plan's website.



#### **Step 4. Evaluate Plan Features**

On the surface, you may think that all health plans are pretty much the same — but if you look more closely, you will find differences in several areas. The Chooser helps you identify the differences by allowing you to evaluate features in three categories:

- Help to Stay Healthy
- Medical Conditions
- How to Save Money

For example, if you smoke and would like to guit, you can find out what type of smoking cessation program each plan offers. If your child has asthma, you can find out about asthma management programs. If you fill multiple prescriptions each year, you can get helpful tips on how to save money on your medications.



### **Step 5. Compare Plan Costs** and Covered Services

This part of the Chooser provides a summary of your costs for doctor visits and hospital stays, deductibles (if applicable), and the yearly maximum for each plan. To see more detailed information about your cost for various services, select any of the plan names.

For more information about CalPERS health plans and access to the Health Plan Chooser, visit our website at www.calpers.ca.gov. To speak with someone at CalPERS about your health plan choices, call 888 CalPERS (or 888-225-7377).

### **Comparing Your Options: Health Plan Choice Worksheet**

An alternative tool we provide to help you choose the best plan for yourself and your family is the Health Plan Choice Worksheet, which you can find on page 33 of this booklet. Like the Chooser, this worksheet can be used to compare factors such as cost, availability, benefits, and member ratings. Simply follow the steps listed in the left column of

the Worksheet. Several questions can be answered with a simple "yes" or "no," while others will require you to insert information or call the health plan. Some of the information can be found at CalPERS On-Line at www.calpers.ca.gov. If you need assistance completing the form, contact CalPERS at 888 CalPERS (or 888-225-7377).

### Saving Money by Selecting a High-Performance Network

We want to help you get the most for your health plan dollars. One way you may be able to save on your health premium is by enrolling in one of our "highperformance network" plans. These plans — Blue Shield NetValue (HMO) and PERS Select (PPO) — provide the same benefits and quality of care as Blue Shield Access+ HMO and PERS Choice, respectively. The difference is that you pay a lower premium in exchange for choosing from a smaller selection of physicians and hospitals.

NetValue is available in 27 counties, and PERS Select is offered in 58 counties. If you don't reside in one of these counties, but you work in one, you may be able to enroll in a lower cost health plan using your work ZIP Code (see the "Health Plan Availability by County" chart on pages 6-7). You may also use our online service, the Health Plan Search by Zip Code, available at www.calpers.ca.gov.

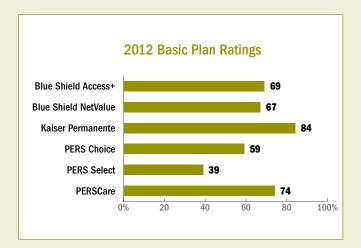
### **Reviewing Annual Health Plan Ratings**

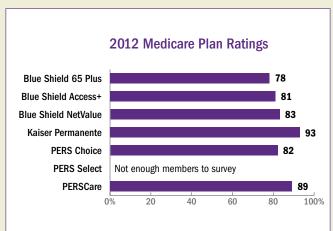
Every year, CalPERS conducts a survey of 1,100 members in each Basic and Medicare health plan that has at least 2.000 members.1 We use a modified version of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey, which is a standard tool for measuring health plans.

Reviewing how other CalPERS members rate their health plan can help you choose a plan that is right

for you. Please note that your experiences may differ depending on your needs, expectations, and behavior, as well as your provider and treatment choices.

The following charts show the percentage of members in each plan who rated their health plan an 8, 9, or 10 on a 10-point scale. The margin of error for the Basic plans is plus or minus about 5.2 percent; for the Medicare plans, it is plus or minus 3.6 percent.





Note: Since Association Plans (CCPOA, CAHP, and PORAC) are available only to members who belong to the applicable association, we did not include ratings for these plans.

Additional 2012 member ratings are available on CalPERS On-Line at www.calpers.ca.gov.

You can also find other important health plan rankings and health care tips on the Office of the Patient Advocate website at www.opa.ca.gov.

<sup>&</sup>lt;sup>1</sup> This year, PERS Select did not have enough Medicare members to survey. For the smaller plans, the number of members surveyed represents a larger percentage of the total covered lives in those plans, resulting in a higher ratio of survey respondents to adult members served.

### Additional Resources

As a health care consumer, you have access to many resources, services, and tools that can help you find the right health plan, doctor, medical group, and hospital for yourself and your family.

### **Health Plan Directory**

Following is contact information for the health plans. Call your health plan with questions about: ID cards; verification of provider participation; service area boundaries (covered ZIP Codes); benefits, deductibles, limitations, exclusions; and Evidence of Coverage booklets.

#### Blue Shield of California

P.O. Box 272520, Chico, CA 95927-2520

Member Services: (800) 334-5847

65 Plus Member Services: (800) 776-4466

www.blueshieldca.com/calpers

#### California Association of Highway Patrolmen (CAHP) **Health Benefits Trust**

(Administered by Anthem Blue Cross) 2030 V Street, Sacramento, CA 95818-1730

#### For eligibility issues contact:

(800) 734-2247 or (916) 452-6751 (CAHP) info@thecahp.org

#### For benefits or claim information, contact:

Anthem Blue Cross, Attn: CAHP Unit P.O. Box 60007, Los Angeles, CA 90060-0007 (800) 759–5758 (Anthem Blue Cross) www.anthem.com/ca

### California Correctional Peace Officers Association (CCPOA) Benefit Trust Fund

(Administered by Blue Shield of California and Express Scripts)

2515 Venture Oaks Way, Suite 200 Sacramento, CA 95833-4235

#### **CCPOA Benefit Trust Fund:**

(800) 468-6486

(800) 257-6213 (COBRA)

www.ccpoabtf.org

#### Blue Shield—CCPOA Member Services Unit:

(800) 257-6213

#### Kaiser Permanente

Member Services:

Call Center (800) 464-4000

www.kp.org/calpers to obtain facility mailing address

#### PERS Select, PERS Choice, and PERSCare **Medical Benefits:**

(Administered by Anthem Blue Cross)

P.O. Box 60007, Los Angeles, CA 90060-0007

(877) PERS PPO or (877) 737-7776

(818) 234–5141 (outside of the continental U.S.)

TTY (818) 234-3547

#### For direct premium payments:

P.O. Box 629, Woodland Hills, CA 91365-0629 www.anthem.com/ca/calpers

#### **Pharmacy Benefits:**

(Administered by CVS Caremark) (877) 542-0284, TTY (800) 863-5488 www.caremark.com/calpers

#### Peace Officers Research Association of California

(PORAC) Health Plan (Administered by Anthem

Blue Cross and Express Scripts)

#### For eligibility issues, contact:

4010 Truxel Road, Sacramento, CA 95834 (800) 655-6397 (PORAC)

www.porac.org

#### For benefits or claim information, contact:

Anthem Blue Cross, Attn: PORAC Unit

P.O. Box 60007, Los Angeles, CA 90060-0007

(800) 288-6928

www.anthem.com/ca

### **Obtaining Health Care Quality Information**

Following is a list of resources you can use to evaluate and select a doctor and hospital.

Source	Website	Description				
Hospitals						
CalHospitalCompare	www.CalHospitalCompare.org	CalHospitalCompare is a standardized, universal performance report card for California hospitals that includes patient experience and clinical quality measures.				
U.S. Department of Health and Human Services	www.hospitalcompare.hhs.gov	This site provides publicly-reported hospital quality information, including measures on heart attacks, pneumonia, heart failure, and surgery.				
HealthGrades	www.healthgrades.com	HealthGrades uses data from Medicare and states to compare outcomes of care for common procedures.				
The Leapfrog Group	www.leapfroggroup.org	This is a coalition of health purchasers who have found that hospitals meeting certain standards have better care results.				
Doctors and Medical	Groups					
California Medical Board	www.medbd.ca.gov	This is the State agency that licenses medical doctors, investigates complaints, disciplines those who violate the law, conducts physician evaluations, and facilitates rehabilitation where appropriate.				
Office of the Patient Advocate	www.opa.ca.gov	This website includes a State of California-sponsored "Report Card" that contains additional clinical and member experience data on HMOs and medical groups in California.				

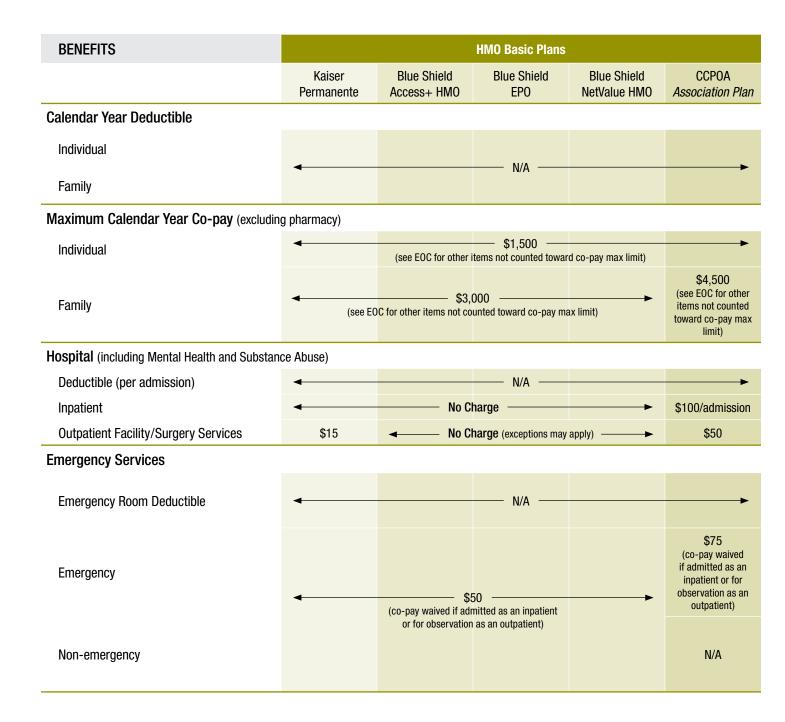
#### **Benefit Comparison Charts**

The benefit comparison charts on pages 14–31 summarize the benefit information for each health plan. For more details, see each plan's Evidence of Coverage (EOC) booklet.

### **CalPERS Basic Health Plans**

#### **Benefit Comparison Charts**

Preventive services identified by the Patient Protection and Affordable Care Act (PPACA) are covered equally by all plans at no cost to you. Contact your physician or your health plan's customer service number for a list of these preventive services. For more details about the benefits provided by a specific plan, refer to that plan's Evidence of Coverage (EOC) booklet.



				PPO Basic Plans										
PERS S	Select	PERS	Choice	PERS	SCare	CAHP Asso	ciation Plan	PORAC Association Pla						
PP0	Non-PPO	PP0	Non-PPO	PP0	Non-PPO	PP0	Non-PPO	PP0	Non-PPO					
•			00 ————e between plans)			N/A		\$300	\$600					
•			000 ———— e between plans)					\$900	\$1,800					
\$3,000		\$3,000		\$2,000		\$2,000		\$3,	000					
\$6,000	N/A	\$6,000	N/A	\$4,000	N/A	\$4,000	N/A	\$6,000						
•	N	/A ———		\$2	250			/A — <b>►</b>						
20–30% <sup>1</sup> (hospital tiers)	40%	20%²	40%	10%²	40%	10%	Varies (see EOC)	10%	10%³					
deduc	(applie:	\$5 s to hospital emerg dmitted as an inpa	gency room charge	es only;		•	N/	/A ———	<b>-</b>					
200	20% 20% (applies to other services such as phys				ay, lab, etc.) — ▶		\$50 + 10% (co-pay reduced to \$25 if admitted on an inpatient basis)	10	0%					
20% <b>←</b> (payme	40% int for physician o	20% charges only; eme	40% rgency room facilit	10% cy charge is not co	40% overed)	if admitted on an inpatient basis)	\$50 + 40% (co-pay reduced to \$25 if admitted on an inpatient basis)	(for non-e services provi	0% emergency ded by hospital acy room)					

BENEFITS	HMO Basic Plans								
	Kaiser Permanente	Blue Shield Access+ HMO	Blue Shield EPO	Blue Shield NetValue HMO	CCPOA Association Plan				
Ambulance Services									
	4		— No Charge —		-				
Physician Services (including Mental Health	and Substance Abus	se)							
Office Visits (co-pay for each service provided)	4		<b> \$15</b>		-				
Inpatient Visits	4		— No Charge —		<b>-</b>				
Outpatient Visits	\$15 (outpatient surgery)	•		5 ———	-				
Urgent Care Visits	•	\$	15 ———	<b></b>	\$15				
Allergy Testing	\$15	•	No Ch	narge ———	-				
Allergy Treatment	No Charge (for allergy injections)	•	No Cr	narge ————	-				
Vision Exam/Screening	No Charge	(may be lim	No Charge ited to one visit for age 1 ber of visits for member	18 and over;	\$15				
Surgery/Anesthesia	No Charge inpatient; \$15 outpatient	•	No Ch	narge ————	-				
Diagnostic X-Ray/Lab									
	(some procedures may require a co-pay)	•	No Cl	harge ————	-				
Prescription Drugs									
Deductible	•	N	//A —————		Brand Formulary: \$50 (not to exceed \$150/family)				
Retail Pharmacy	Generic: \$5 Brand: \$20 (not to exceed 30-day supply)		Generic: \$5 Brand Formulary: \$20 Non-Formulary: \$50 ot to exceed 30-day supp		Generic: \$10 Brand Formulary: \$25 Non-Formulary: \$50 (not to exceed 30-day supply)				
Medical Necessity/Partial Waiver	N/A	4	\$40	-	N/A				

				PPO Ba	sic Plans					
PERS	Select	PERS	Choice	PER	SCare	CAHP Ass	ociation Plan	PORAC Asse	ociation Plan	
PP0	Non-PPO	PP0	Non-PPO	PP0	Non-PPO	PP0	Non-PPO	PP0	Non-PP0	
				2	0% ———					
\$20 <sup>1</sup>		\$20 <sup>2</sup>		\$20 <sup>2</sup>		\$15		\$20		
20%1		20%²		10%²						
						10%	40%			
\$20 <sup>1</sup>	40%	\$20 <sup>2</sup>	40%	\$20 <sup>2</sup>	40%	\$15		40%	10%	10%³
						ψ.0			1070	
20%¹		20%²		10%²		10%				
				——— Not C	— Not Covered —					
20%¹	40%	20%²	40%	10%²	40%	10%	40%	10%	10%³	
20%	40%	20%	40%	10%	40%	10%	40%	10%	10%³	
				N	J/A					
	Gener Preferre Non-Prefe (not to exceed :	ed: \$20 erred: \$50		Prefer Non-Pref	eric: \$5 red: \$20 erred: \$50 34-day supply)	Single S Multi Sc	eric: \$5 ource: \$20 ource: \$25 1 30-day supply)	Generic: \$10 Brand Formulary: \$25 Non- Formulary: \$45 Compound: \$45	Generic: \$ Brand Formular; \$25 Non- Formular; \$45 Compoun Not Cover; (see EOC;	
		Φ.	40					1/0		
		\$	40 ———		-	•	N	I/A ———		

BENEFITS			HMO Basic Plans		
	Kaiser Permanente	Blue Shield Access+ HMO	Blue Shield EPO	Blue Shield NetValue HMO	CCPOA Association Plan
Prescription Drugs (continued)					
Retail Pharmacy Maintenance Medications filled after 2 <sup>nd</sup> fill (i.e., a medication taken longer than 60 days)	N/A		Generic: \$10 Brand Formulary: \$40 Non-Formulary: \$100 ot to exceed 30-day supp	)	Generic: \$10 Brand Formulary: \$25 Non-Formulary: \$50 (not to exceed 30-day supply)
Medical Necessity/Partial Waiver		-	\$70	-	N/A
Mail Order Pharmacy Program	Generic: \$5 Brand: \$20 (up to 30-day supply) Generic: \$10 Brand: \$40 (31-100 day supply)		Generic: \$10 Brand Formulary: \$40 Non-Formulary: \$100 not to exceed 90-day sup for maintenance drugs)	) ply	Generic: \$20 Brand Formulary: \$50 Non-Formulary: \$100 (not to exceed 90-day supply)
Medical Necessity/Partial Waiver  Maximum co-payment per person per calendar year	N/A	<b>←</b>	\$70	<b>→</b>	N/A
Durable Medical Equipment					
	4		No Charge		-
Infertility Testing/Treatment					
	•	50% (	of covered charges (se	ee EOC)	<b></b>
Home Health Services (prior authorization	required; custodial ca	are not covered)			
	•	No C	Charge ————	-	\$15 (up to 100 visits/ calendar year)

				PPO Ba	sic Plans				
PERS	Select	PERS	Choice	PER	SCare	CAHP Asso	ciation Plan	PORAC Asso	ciation Plan
PP0	Non-PPO	PP0	Non-PP0	PP0	Non-PPO	PP0	Non-PPO	PP0	Non-PP0
	Preferre Non-Prefer	eneric: \$10 eferred: \$40 Preferred: \$100 ceed 30-day supply)		Preferi Non-Prefe	ric: \$10 red: \$40 erred: \$100 34-day supply)	Single So Multi So	ric: \$10 Durce: \$40 Urce: \$50 30-day supply)	N/	'A
•		\$7	70 ———			•	N	I/A ———	
	Generic: \$10 ————————————————————————————————————				Generic: \$10 Single Source: \$40 Multi Source: \$50 (not to exceed 90-day supply)		Generic: \$20 Brand Formulary: \$40 Non- Formulary: \$75 (see EOC for specialty pharmacy fees)	N/A	
4			70 ————————————————————————————————————		<b></b>	•	N	I/A ———	
20%	40% —— (pre-certific	20% cation required fo	40% r equipment \$1,00	10% 0 or more) ——	40%	10%	40%	20%	20%³
4			Not Co	overed —			<b>-</b>	50	%
20%	40% — (up to 45 visits,	20% /calendar year) —	40%	10% (up to 100 visit	40% s/calendar year)	10% (up to 90 visits/p	40% period of disability)	10 (up to 100 visits, benefit for PF	/year; combin

BENEFITS	HMO Basic Plans							
	Kaiser Permanente	Blue Shield Access+ HMO	Blue Shield EPO	Blue Shield NetValue HMO	CCPOA Association Plan			
Skilled Nursing Care								
Inpatient (hospital or skilled nursing facility)	No Charge (up to 100 days/ benefit period)	•	<b>No C</b> (up to 100 days	<b>harge</b> 				
Outpatient (office and home visits)	4		— Not Covered —		-			
Occupational / Physical / Speech Thera	ру							
Inpatient (hospital or skilled nursing facility)	•		— No Charge —					
Outpatient (office and home visits)	4	\$	15 —	<b></b>	No Charge			
Hospice					-			
	•		No Charge —					
Acupuncture								
	\$15 (when medically necessary; discounts available – see EOC)	•		overed ———————————————————————————————————	<b>-</b>			
Chiropractic								
	4		overed ———————————————————————————————————	<b>→</b>	\$15 exam (up to 20 visits) No Charge diagnostic services; chiropractic appliances (up to \$50)			

				PPO Bas	sic Plans				
PERS	Select	PERS	Choice	PERS	SCare	CAHP Asso	ciation Plan	PORAC Asso	ociation Plan
PP0	Non-PPO	PP0	Non-PPO	PP0	Non-PPO	PP0	Non-PPO	PP0	Non-PPO
20% first 10 days; 30% next 90 days	40% (pre-certificate up to 100 days.		40%		10 days; 10 days; 10% 40% (up to 100 do 20%) next 40% next 10% 40% (combined by		days/year benefit for		
•		——— Not Co	overed ———		<b></b>	•	N	/A ———	<b></b>
4		——— No Cl	narge ———		-			10%	10%³
20% <b>←</b> (pre-c	40%; Occupational therapy: 20% certification required	20% d for more than 24	40%; Occupational therapy: 20% 4 visits) —►	20	)%		40% ation required an 24 visits)	\$20	10%³
<b>-</b>	20	%		10	0%	No C	harge	10	%
20% <b>◄</b> (acu	40% puncture/chiroprac	40% tic; combined 15	40% visits)	10% <b>◄</b> (acup	40% ouncture/chiroprac	10% ctic; combined 20	40% visits) —	\$20 (10% for all other services)	10%³
20% <b>◄</b> —— (acu	40% puncture/chiroprac	20% tic; combined 15 <sup>v</sup>	40% visits) ──►	10% <b>⊸</b> (acup	40% ouncture/chiroprad	10% ctic; combined 20	40% visits) ——►	Up to 20 visits (see EOC)	\$35/visit (see EOC)

### CalPERS Basic Health Plans — Continued

BENEFITS	HMO Basic Plans								
	Kaiser Permanente	Blue Shield Access+ HMO	Blue Shield EPO	Blue Shield NetValue HMO	CCPOA Association Plan				
Hearing Aid Services									
Hearing Exam/Screening	•		— No Charge —		-				
Audiological Exam	•	No C	harge —	<b></b>	\$15				
Hearing Aids	•	\$1,000 max ev	ery 36 months —	-	\$500 max/ member				

	PPO Basic Plans										
PERS	PERS Select PERS Choice		PERSCare		CAHP Association Plan		PORAC Association Plan				
PP0	Non-PPO	PP0	Non-PPO	PPO Non-PPO		PPO Non-PPO		PP0	Non-PPO		
20%1		20% <sup>2</sup>	10%²				20%	20% <sup>3</sup>			
20%	40%	20%	40%	10%	40%	40%	10%	40%		0% luctible)	
20%	40% (one	20% single hearing de	40% vice every 36 mor	10%	40%	(one single he every 36		(no deductible;	)% one hearing aid y 36 months)		

- <sup>1</sup> PERS Select utilizes the Anthem Blue Cross Select PPO Network, which is a subset of the Anthem Blue Cross Prudent Buyer PPO Network. Approximately 50 percent of the Anthem Blue Cross Prudent Buyer PPO Network of physicians participate in the Select PPO Network. By obtaining physician services through the Select PPO Network, you will receive the highest level of reimbursement. If you are a PERS Select member, you should check to see if a physician is participating in the Select PPO Network before receiving services.
- <sup>2</sup> PERS Choice and PERSCare utilize the Anthem Blue Cross Prudent Buyer PPO Network, which is a more comprehensive network. By obtaining services through Anthem Blue Cross Prudent Buyer PPO Network, you will receive the highest level of reimbursement.
- <sup>3</sup> Covered expense for services from non-PPO providers is based on a strictly limited schedule of allowances. As a PPO member, you must pay charges in excess of those scheduled amounts.

## **CalPERS Medicare Health Plans**

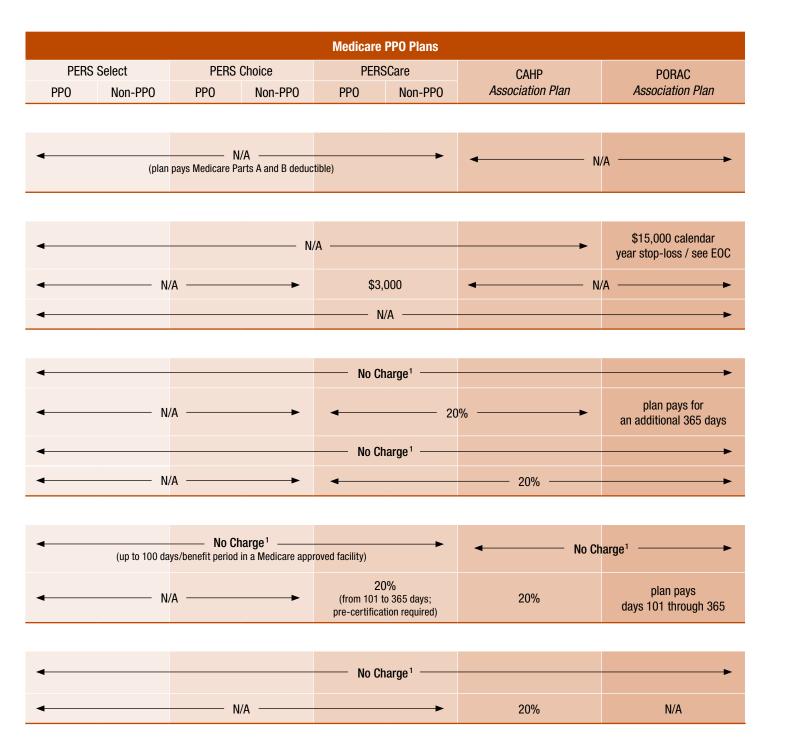
### **Benefit Comparison Charts**

Preventive services identified by the Patient Protection and Affordable Care Act (PPACA) are covered equally by all plans at no cost to you. Contact your physician or your health plan's customer service number for a list of these preventive services. For more details about the benefits provided by a specific plan, refer to that plan's Evidence of Coverage (EOC) booklet.

BENEFITS		Medicare HMO Plans						
	Kaiser Permanente	Blue Shield NetValue/Access+/EPO	Blue Shield 65 Plus	CCPOA Association Plan				
Calendar Year Deductible								
Individual	•	N	/A	<b></b>				
Family		IV	/A					
Maximum Calendar Year Co-pay (exclud	ling pharmacy)							
Individual	\$1,500 (see EOC)	<b>◄</b> • • • • • • • • • • • • • • • • • • •	/A —	\$1,500				
Benefit Beyond Medicare	•	N	/A ————					
Family	\$3,000 (see EOC)	<b>⊸</b> N	/A	\$4,500 (3 or more)				
Hospital (including Mental Health and Subst	ance Abuse)							
Inpatient	•	No Charge	-	\$100/admission				
Benefit Beyond Medicare	•	N	/A ————————————————————————————————————	-				
Outpatient Facility/Surgery Services	\$10	•	No Charge	-				
Benefit Beyond Medicare	•	N	/A —————					
Skilled Nursing Facility Care								
Medicare	<b>←</b>	(up to 100 days	harge s/benefit period)	-				
Benefit Beyond Medicare	•	N	/A	-				
Home Health Services								
Medicare	•	No Charge ——	-	\$15 (up to 100 visits)				
Benefit Beyond Medicare	4	N	/A ————	-				

CalPERS offers several health plans that supplement your Medicare coverage. The primary payer is Medicare, and the CalPERS supplemental plan would be the secondary payer. The CalPERS supplemental plan will pay for benefits that are defined as covered services under Medicare.\*

\* The Centers for Medicare & Medicaid Services (CMS) regulates the Medicare program. CMS publishes the booklet, Medicare & You, which provides general information about Medicare. Please refer to Medicare & You if you have any questions regarding covered services. You can view or download this publication at www.medicare.gov.



### **CalPERS Medicare Health Plans** — Continued

BENEFITS		Medicare HMO Plans							
	Kaiser Permanente	Blue Shield NetValue/Access+/EPO	Blue Shield 65 Plus	CCPOA Association Plan					
Hospice									
Medicare	◀	No Cha	rge ———						
Benefit Beyond Medicare	•	N/A							
Emergency Services									
Medicare	<b>◄</b> \$50 (v	vaived if admitted or kept for obser	vation) —	No Charge					
Benefit Beyond Medicare	•	N/A							
Ambulance Services									
Medicare	•	No Cha	rge —						
Benefit Beyond Medicare	4	N/A							
Surgery/Anesthesia									
	No Charge inpatient; \$10 outpatient	•	— No Charge ——						
Physician Services (including Mental	Health and Substance Abuse)								
Office Visits	4	\$10							
Inpatient Visits	4	No Cha	rge —						
Outpatient Visits		•	— No Charge ——						
Urgent Care Visits	\$10	<b>◄</b> \$25		\$10					
Allergy Testing	•	\$10							
Allergy Treatment	\$3 (for allergy injections)	<b>◄</b> \$10		No Charge					
Diagnostic X-Ray/Lab									
	•	No Cha	rge —						
Durable Medical Equipment									
Medicare	4	No Cha	rge —						
Benefit Beyond Medicare	4	N/A							

				Medicare	PPO Plans		
PERS PP0	Select Non-PPO	PERS PP0	Choice Non-PPO	PERS PPO	SCare Non-PPO	CAHP Association Plan	PORAC Association Plan
110	NOII-I I O	110	NOII-I I O	110	NOII-I I O	/ locociation / lai	7 DOGGRADON 1 Idis
4				—— No Ch	narge <sup>1</sup> ———		-
•	N/A			<b></b>	20% (see EOC)	N/A	
•				No Ch	narge <sup>1</sup>		-
•		N	I/A ———			20% (see EOC)	N/A
•				No Ch	narge <sup>1</sup>		-
•		N	I/A		<b></b>	20% (see EOC)	N/A
4				——— No Ch	narge <sup>1</sup> ———		
				NO CI	iai y <del>c</del>		
						\$10	No Charge
•		——— No Cl	harge <sup>1</sup>			<b>◄</b> No Ch	narge <sup>1</sup> —
•				—— No Ch	narge <sup>1</sup> ———		-
•				No Ch	narge <sup>1</sup>		-
•		N	I/A —		-	→ 20	)%

BENEFITS		Medicare	HMO Plans		
	Kaiser Permanente	Blue Shield NetValue/Access+/EPO	Blue Shield 65 Plus	CCPOA Association Plan	
Prescription Drugs					
Deductible	•	N	/A ————	-	
Retail Pharmacy	Generic: \$5 Brand: \$20 (not to exceed 30-day supply)	→ Brand Form Non-Form	ric: \$5 nulary: \$20	Generic: \$5 Brand Formulary: \$2( Non-Formulary: \$35 (not to exceed 30-day supply)	
Medical Necessity/Partial Waiver		\$40	<b>←</b> N	/A	
Retail Pharmacy Maintenance Medications filled after 2 <sup>nd</sup> fill (i.e., a medication taken longer than 60 days)	N/A	Generic: \$10 Brand Formulary: \$40 Non-Formulary: \$100 (not to exceed 30-day supply)	N/A	Generic: \$5 Brand Formulary: \$26 Non-Formulary: \$35 (not to exceed 30-day supply)	
Medical Necessity/Partial Waiver		\$70	<b>◄</b> • • • • • • • • • • • • • • • • • • •	/A	
Mail Order Pharmacy Program	Generic: \$5 Brand: \$20 (not to exceed 30-day supply) Generic: \$10 Brand: \$40 (31-100 day supply)	Brand Form	ic: \$10 nulary: \$40	Generic: \$10 Brand Formulary: \$ Non-Formulary: \$7 (not to exceed 30-day supply)	
Medical Necessity/Partial Waiver		\$70	N/A		
Maximum co-payment per person/ calendar year	N/A	\$1,000	(see EOC)	N/A	
Occupational / Physical / Speech The	rapy				
Inpatient (hospital or skilled nursing facility)	No Charge	\$10	No Charge	No Charge	
Outpatient (office and home visits)	◀	<b>\$10</b>	-		
Benefit Beyond Medicare (inpatient/outpatient)	•	N	/A —————	•	
Diabetes Services					
Glucose monitors, test strips	•	No Charg	<b>e</b> (see EOC) —————	-	
Self-management training	No Charge	\$10 (includes nutritional counseling)	<b>←</b> \$	10	
Benefit Beyond Medicare	-	N	/A ————	-	

		Medicare PPO Plans		
PERS Select	PERS Choice	PERSCare	CAHP	PORAC
PPO Non-PPO	PPO Non-PPO	PPO Non-PPO	Association Plan	Association Plan
4	N	/A ————————————————————————————————————	-	\$100 (excludes mail order)
•	Generic: \$5	-	Generic: \$5 Single Source: \$20 Multi Source: \$25 (not to exceed 30-day supply)	Generic: \$10 Brand Formulary: \$25 Non-Formulary: \$45
•	\$40	-	<b>→</b> N/	⁄A ——
Prefer Non-Pref	ric: \$10 red: \$40	Generic: \$10 Preferred: \$40 Non-Preferred: \$100 (not to exceed 34-day supply)	Generic: \$10 Single Source: \$40 Multi Source: \$50 (not to exceed 30-day supply)	N/A
•	\$70	-	<b>←</b> N/	/A —
•	Generic: \$10		Generic: \$10 Single Source: \$40 Multi Source: \$50 (not to exceed 90-day supply)	Generic: \$20 Brand Formulary: \$40 Non-Formulary: \$75
<b>←</b>	\$70 ————————————————————————————————————	<b>*</b>	<b>▼</b> N/	/A ——▶
•		No Charge 1		-
<b>←</b>	N/A →	•	20%	-
-		No Charge <sup>1</sup>		-
4	N	/A	<b>-</b>	20%

BENEFITS		Medicare I	HMO Plans	
	Kaiser Permanente	Blue Shield NetValue/Access+/EPO	Blue Shield 65 Plus	CCPOA Association Plan
Hearing Services				
Hearing Exam	•	<b>\$10</b>	-	No Charge
Audiological Exam	\$10	◆ No Ch	narge —	\$15
Benefit Beyond Medicare	•	N/	/A ————	-
Hearing Aids – Benefit Beyond Medicare	•	\$1,000 max/36 months		\$500 max/member
Vision Care				
Vision Exam	\$10	\$10 (limited to o	\$10	
Benefit Beyond Medicare	•	N/	-	
Eyeglasses	4	<b>-</b>		
Benefit Beyond Medicare	•	N	/A ————	-
Contact Lenses	•	No Charge followin	ng cataract surgery ——	
Benefit Beyond Medicare	In lieu of eyeglasses: \$175 allowance every 24 months	•	N/A	<b></b>
More Benefits Beyond Medicare (Services	covered beyond Medica	re coverage)		
Acupuncture	\$10 (when medically necessary; discounts available/see EOC)	•	N/A	-
Chiropractic	\$10 (20 visits; discounts available/see EOC) <b>No Charge</b> chiropractic appliances (\$50 max)	<b>←</b> \$1	10	\$15/exam (up to 20 visits) <b>No Charge</b> diagnostic services; chiropractic appliances (\$50 max)
Smoking Cessation Program	•	N	/A ————	

				Medicare	PPO Plans		
	S Select	PERS (		PERS		CAHP	PORAC
PP0	Non-PPO	PP0	Non-PPO	PP0	Non-PPO	Association Plan	Association Plan
•		No Ch	arge <sup>1</sup>		<b></b>	No Charge	20%
•				No Ch	arge <sup>1</sup>		-
4		20	% ————		<b></b>	10% (\$200 max/36 months)	20% (up to \$50/exam in connection with hearing aid purchase)
•	20 (\$1,000 max	% ————————————————————————————————————		20 (\$2,000 max	% :/24 months)	10% (\$1,000 max/36 months)	20% (\$450 max/36 months/one ear)
				N	//\		_
							000/
•		— One exam	(\$35 max)		-	N/A	20% (limit one exam)
•			No	Charge following	ng cataract surg	gery ————	-
Tw	o lenses/calenda Se	r year; one set o ee EOC for maxi	f frames during mum allowance	g a 24-month poes	eriod -	N/A	20% (\$40 combined max for initial frames and lenses)
•			No	Charge followir	ng cataract surg	gery ————	-
4		<b></b> \$100	max ———		-	N/A	20% (up to \$40)
•	N/	/A ———		20 (up to 2			
4		No Ch	arge <sup>1</sup>		<b></b>	20	0%
4		20% (\$1	00 max) ———		-	No Charge (\$100 max)	N/A

If benefits are payable by Medicare and you use a provider who accepts Medicare assignment, covered services will be paid in full.

Notes	

## **Health Plan Choice Worksheet**

	Plan name and phone numbers:								
	Select the type of plan: (circle choice)	PP0	нмо	EP0	Assoc. Plan¹	PP0	нмо	EP0	Assoc. Plan <sup>1</sup>
St	Calculate your monthly cost. Enter the monthly premium (see current year's rate schedule). Premium amounts will vary based on 1-party/2-party/family and Basic/Medicare.								
Step 1 - Cost	<b>Enter your employer's contribution.</b> For contribution amounts, active members should contact their employer; retired members should contact CalPERS.								
) <del>21</del>	Calculate your cost. Subtract your employer's contribution from the monthly premium. If the total is \$0 or less, your cost is \$0.								
Step 2 - Availability	Search available plans online. Use our online service, the Health Plan Search Zip Code, at www.calpers.ca.gov to find out if the plan is available in your residential or work ZIP code. You may also call the plan's customer service center.								
vailability	Call the doctor's office.  Confirm that they contract with the plan and are accepting new patients. Ask what specialists are available and the hospitals with which they are affiliated.								
Step 3	How did the plan rate in "satisfaction"? See page 11 to find out.								
- Comparisons	Compare the "benefits." See pages 14–31. CalPERS plans offer a standard package of benefits, but there are some differences: acupuncture, chiropractic, etc.								
Step ,	Other considerations:  Does the plan offer health education? Do you or your family have special medical needs? What services are available when you travel? Are the provider locations convenient?								
Step 4 - Other	What changes are you planning in the upcoming year (e.g., retirement, transfer, move, etc.)?								
	Other information								
	Compare and select a plan.								

 $<sup>^{1}</sup>$  You must belong to the specific employee association and pay applicable dues to enroll in the Association Plans.



CalPERS Health Benefits Program
P.O. Box 942714
Sacramento, CA 94229-2714
888 CalPERS (or 888-225-7377)
www.calpers.ca.gov

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